



State of North Carolina
Department of Health and Human Services

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Vocational Rehabilitation Honors Raleigh 'Superstars'

RALEIGH – Three employees in the Raleigh area are recipients of the state Division of Vocational Rehabilitation Services' "VR Superstar Award" for excellence in leadership, customer service and creativity. All are employed by the agency's Disability Determination Services.

- Jennifer Pounds, a case processing supervisor, was recognized for outstanding achievement in leadership. The award recognizes her for her work ethic, integrity and reliability and for motivating her employees to achieve their agency's goals by "promoting a fun and supportive work environment."
- Cited for customer service was Denise Barrs, an office assistant. The honor recognizes her for her organization, attention to detail, communication skills and efficiency in assisting staff, claimants and examiners – "often anticipating things that need to be done before being asked."
- Honored for her creativity was Sarah Baylor, a training supervisor. She was cited for her dedication to the implementation of a new case analysis system. With her innovative development of methods to train staff in its use, her agency was able to transition to the new system without a loss in production.

Employee volunteers manage the awards program in which agency staff nominate and vote on their co-workers.

The N.C. Division of Vocational Rehabilitation Services operates field offices across the state that provide counseling, training, education, transportation and other services to around 60,000 individuals annually. These consumers, with physical, psychiatric, or intellectual disabilities, are provided assistance to become job-ready, independent or both.

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For local office contact and other information: www.ncdhhs.gov/dvrs

